

iTek Sales and Repair LTD Warranty Policy

Effective as of June 2015

All electronics repairs and sales of devices and electronics carried out by iTek Sales and Repair LTD are covered with a twelve (12) month warranty – excluding battery repairs, and if stated when the repair was carried out.

Coverage lasts exactly one (1) year from the date the original transaction is carried out.

Any accidental damage to the device will not be covered in the warranty. If the device is deemed by iTek Sales and Repair LTD to have been dropped by the consumer and as a result there is further damage to the device or any new parts fitted/replaced by iTek, the warranty will become void and any work that needs to be carried out will have to be paid for in full unless stated otherwise.

If any work has been carried out by another repair company after a repair at iTek Sales and Repair LTD, the warranty will become immediately void.

Use of our repair service will void any Apple warranty which is outstanding. It could also void any other manufacturer warranty which is still valid on the device(s) being repaired. Use of our repair service is at your own risk.

Screen replacements

We are more than happy to replace a faulty screen provided by iTek Sales and Repair LTD if the replacement screen does not work as intended or designed. iTek Sales and Repair LTD will not be held responsible for any post repair accidental damage caused to any device which has had a screen repair carried out. This includes cracking to glass or LCDs, screens lifting away from the frame or faulty touch screens as a result of a cracked screen. Proof of any accidental cracking cannot be proved, therefore if any screen is to return to iTek cracked/smashed or physically broken in any way, there will be a fee to have the screen replaced again and will not be covered under our warranty.

Batteries

Battery replacements come with a three (3) month parts and labor warranty by default. The warranty covers any manufacturing defects that may happen to the replacement battery. Any tampering with the replacement battery results in the warranty being void. We will not be liable for any board related issues after we have replaced a battery in any device.

Liquid damaged devices

We ask our customer to monitor their device post liquid damage repair as unknown issues can arise soon after treatment for liquid damage which are beyond our control. If issues arise please contact us and we can reassess the damage. In cases where further repair is needed there may be additional costs incurred. There will be no warranty issued on any device which shows signs of previous water damage.

Data Loss

Any data or information that you may have stored on the device shall remain your sole responsibility and we accept no liability for loss or corruption of such data howsoever caused and we therefore suggest that you back up your devices onto a personal computer prior to your repair. If requested we can back up your device's information for a small fee, which may help in the event of any loss of data.

All other repairs

Any other repair carried out by iTek sales and Repair LTD will automatically come with a twelve (12) month warranty and iTek will cover any manufacturing defects that may arise within the twelve (12) month period. Any accidental damage or tampering with the device means the customer may incur a fee with future repairs, which are no longer covered under our warranty.

Please note that iTek Sales and Repair shall only store items for a maximum period of 3 months. This starts from when the device is first left in store. If the item has not been collected within 3 months, then it will become property of iTek Sales and Repair and we shall dispose of the item in the most economical way possible.